

Kindred Spirit Investigations - Terms and Conditions

1. No person under the age of 18 are permitted to attend any events with Kindred Spirit Investigations unless the event states that 16 years or over are allowed with parental accompaniment.
2. Several locations are unsuitable for clients with physical and psychological disabilities. At Kindred Spirit Investigations, we value all of our clients and aim to make our events accessible to all but unfortunately due to the conditions of some of the buildings and locations that we investigate, this is not always feasible and we have to ensure that safety is paramount. If you would like any further information regarding our locations, please call us on 07500893903.
3. Due to the nature of our activities and locations we investigate, heavily pregnant women will not be allowed to any of our events. Those that are pregnant and in earlier stages do so at their own risk. Kindred Spirit Investigations will not be held responsible for accident or injury caused to a pregnant lady whilst visiting or investigating a location.
4. All guests will act in a responsible manner and respect the opinions and needs of others. You will not cause harm or injury to anyone else or put yourself or anyone else in danger. You will respect the nature of the event and behave accordingly. If your behaviour is found to be upsetting others, you will be asked to stop the behaviour and if this continues will be asked to leave without refund. If the behaviour persists the police will be called to attend all assaults on staff are routinely reported to the police. In such an event no refunds will be issued and you will receive a ban from our events.
5. When leaving the event, you will ensure that you will respect the needs of nearby residents by leaving quietly and quickly.
6. No one under the influence of alcohol, drugs or legal highs are permitted on any event with Kindred Spirit Investigations. If you appear to be under the influence of any substance and /or is suspected of bringing either alcohol or drugs to the event you will be asked to leave the event immediately and will not be refunded for any part of monies paid for the event. The staff at Kindred Spirit Investigations will use their own discretion and have the ultimate decision to evict anyone whom they consider to be behaving in an inappropriate manner. Anyone asked to leave an event will not be entitled to a refund.
7. We are a non-smoking company and we do not allow smoking at any of our events or venues. This includes candles and matches. Our team will not be using candles for experimental purposes for safety reasons.
8. Unless otherwise stated there are no sleeping facilities at our events. We suggest that you bring warm, comfortable, layered clothing and comfortable flat shoes.
9. Kindred Spirit Investigations will not be liable for any damage or loss to property and personal equipment either on the journey to the event, during the event and on the journey back home from the event. This includes any damage that may be caused by any spiritual or poltergeist activity before, during or after the event.

10. It is important that each client is aware that they attend events at their own risk. Kindred Spirit Investigations accept no liability for any accident/incident/injury to a client however it may be caused. Kindred Spirit Investigations attempts to foresee any potential problems or hazards to eliminate them before the event. However, due to the nature of the events and locations, accidents can still happen. We encourage all of our clients to have their own third-party public liability insurance. Although Kindred Spirit Investigations has its own public liability insurance, some of our policies may not be covered due to the fact that some of the location boundaries are beyond the normal public access categories.

11. By accepting and agreeing with these terms and conditions you are further indemnifying the promoters/organisers/individuals from and against legal liability in respect of any claims, damages, costs, penalties, actions, demands, proceedings, any kind of legal suits, losses or expenses amounted in respect of or arising out of the injury to or the death of any person, or persons, or damage to any property arising from the clients participation and involvement in the event or activity at premises pertaining to the event.

12. Kindred Spirit Investigations accepts no responsibility for any clothing, equipment, damage to vehicles, parking fines or clamping of vehicles. All property and effects belonging to you are your responsibility and we would urge you to protect your property and keep all said articles safe whilst attending an event.

13. There are occasions when events are cancelled due to circumstances beyond the control of Kindred Spirit Investigations. If an event is cancelled then we will provide you with a full refund of monies paid for the said event. We will endeavour to ensure if such an event occurs that every client is made aware of a cancelled event as soon as possible. However, if that has not been possible, Kindred Spirit Investigations will not refund any expenses incurred due to the cancellation of an event, this includes travel and hotel expenses.

14. When any part of an event is in the open air, it is obviously going to be affected by the weather conditions. Although in very rare circumstances would this have an effect on the event, if it does Kindred Spirit Investigations reserves the right to move the event into covered conditions. However, this is rare and it is the responsibility of the client to ensure that they are wearing appropriate clothing and are protected against the weather. In the event of severe adverse weather conditions, Kindred Spirit Investigations reserve the right to cancel an event. As much notice as possible will be given to guest prior to travelling to the event. However, if the weather is such that any member of the Kindred Spirit Investigations Team is unable to reach the event the Kindred Spirit Investigations will deem the event to be inaccessible and therefore cancelled. This may happen as late as guest travelling en route to the event. Kindred Spirit Investigations, will, however, endeavour to ensure that this is the very last option taken and will always work towards the event going ahead as planned.

15. Kindred Spirit Investigations only use responsible and reputable mediums and paranormal investigators. However, they can only offer you their own perspective and this should be considered when deciphering information. You are responsible for making your own decisions and act accordingly to your beliefs not the beliefs of others. Kindred Spirit Investigations recognise that statements are the sole opinion of the medium, host, or

investigator and not a reflection of Kindred Spirit investigations policies and opinions. There are no guarantees in relation to what is truth and what may be an offered opinion.

16. Any information that we receive from you or that is requested by us in relation to names, addresses, email addresses or contact telephone numbers is sensitive and will be respected as per GDPR laws.

17. Occasionally we may endeavour to offer a psychic element to our events through the use of mediums and psychics, however this will not be a regular occurrence and there may be occasions where this is not possible. If you are booking the event on the basis of a Medium being present then please contact 07500893903 for clarification prior to completing your order.

18. Kindred Spirit Investigations hold all their events at locations that have had third party reports of paranormal activity witnessed by others. It is impossible to guarantee what activity may occur during an event. This may be minimal or very intense resulting in injury to yourself or clothing due to paranormal activity. Kindred Spirit Investigations accept no responsibility for whatever may occur as a result of any paranormal activity. It also accepts no responsibility if minimal or no activity is experienced on an event.

19. Kindred Spirit Investigations suggest that due to the lateness of the investigations you make arrangements to ensure that you are not too tired to drive and perhaps book into a hotel or guest house prior to the event. Kindred Spirit Investigations will not be responsible in any way for any reservation made. Remember Tiredness Can Kill!

20. These terms and conditions are non-negotiable and your booking of an event demonstrates acceptance by you, the client. These conditions and any contract into which they are incorporated shall be subject to English Law and the exclusive jurisdiction of the Courts of England.

21. The use of cameras, filming and recording equipment is permitted on our events subject to limitations. Any footage caught is deemed to be for personal use only and not for public view or ownership of this footage either audio or visual belongs solely with Kindred Spirit Investigations. Before commencing video or audio capture, you must advise anybody being recorded so that they are aware and have the choice not to be included. It is also imperative that you seek consent from Kindred Spirit Investigations by email before releasing any audio or visual footage into the public domain and this includes social media sites such as Facebook, You Tube, Tik Tok, Instagram and personal websites. This is to ensure that our clients, events and our locations are not compromised or breaching GDPR guidelines in any way. Failure to comply with this could lead to legal action being taken. You may be asked to sign a disclaimer during your event and some locations do have limitations for filming to ensure the enjoyment of all guests.

22. Tea, coffee, chocolate biscuits, crisps and snacks will be served during the event, we do not cater for food allergies and contents of foods may be unmarked. Guests are permitted to bring their own snacks and refreshments although these need to be consumed at the allocated break times only to ensure that all guests have the best night possible.

CANCELLATIONS OF EVENTS BY KINDRED SPIRIT INVESTIGATIONS

In the unlikely event that a Kindred Spirit Investigations event is cancelled, guests will be offered a transfer to the same event at a later date, another event or a full refund and will ALWAYS be entitled to a full refund if an event is cancelled. Guests will be contacted through email or text message as soon as we are aware of the need to cancel an event and Kindred Spirit Investigations will amend or refund the booking as requested by the guest.

CANCELLATIONS OF EVENTS BY GUESTS

Upon booking an event, customers pay a non-refundable deposit. If a guest cancels an event with more than one month outstanding from the start date the guests is entitled to a refund less the deposit for the event. Within a months' notice the guest will not be entitled to a refund. In this situation Kindred Spirit Investigations will attempt to resell your ticket on your behalf, and if successful, a full refund may be issued.

RESPECT POLICY

Kindred Spirit Investigations aim to host events that ensure that our guests feel safe and expect our guests to behave respectfully towards others at all times.

We are aware that guests attending our events may have differing opinions and views on the paranormal and expect guests to be respectful of differences of opinion. Any disrespectful behaviour can have an adverse effect on any event and cause people to become uncomfortable or upset.

Kindred Spirit Investigations will not accept any disrespectful behaviour. Any disrespectful or inappropriate behaviour will be dealt with swiftly and the person or people responsible for the behaviour will be informed of the offending behaviour and warned to make an instant improvement otherwise they will be removed from the event. A second inappropriate or disrespectful action will lead to the person responsible being asked to leave the event. In this incident the guest will not be entitled to a refund or any compensation for the event. If necessary, the police will be called to remove guests that are refusing or causing trouble.

ALL physical and verbal abuse will be reported to police as routine practice and there will be no exceptions.

ABSOLUTELY NO ALCOHOL OR DRUGS ARE TO BE CONSUMED PRIOR TO OR DURING THE EVENT. There is zero tolerance with this and any guest thought to be under the influence of drugs or alcohol will not be allowed to take part in the event. We do not have to prove that you are under the influence but can act accordingly if we believe this to be the case.

We would be grateful if you could contact us as soon as possible to let us know if you are unable to attend an event, even if it is on the day of event so that we are aware that you will not be arriving and can inform our staff.